

PURPOSE

The IT Strategic Plan seeks to improve the environment in which the IT Department operates. As IT is prevalent in every department's daily activities, we need to ensure a harmony between IT staff and users of technology. Technology use and requests have grown rapidly in recent years while policies and best practices related to requesting IT support have lagged. This policy is designed to set the standard for IT support requests and how IT staff responds to such requests.

It is vital that the relationship between Requester and IT staff needs to be strong, friendly, and communicative, and best practices on both side need to be followed. Also, the Requester and IT staff need to abide by troubleshooting and IT request submission policies, including how a request is categorized, the estimated response time, and the response expectations.

WORKFLOW FOR SUBMITTING AN IT HELP REQUEST

When a problem arises on a staff member's personal computer or local printer during typical daily computer use, the steps below shall be reviewed and followed. Also, see the graphic named Flowchart for Submitting an IT Help Request at the end of this document:

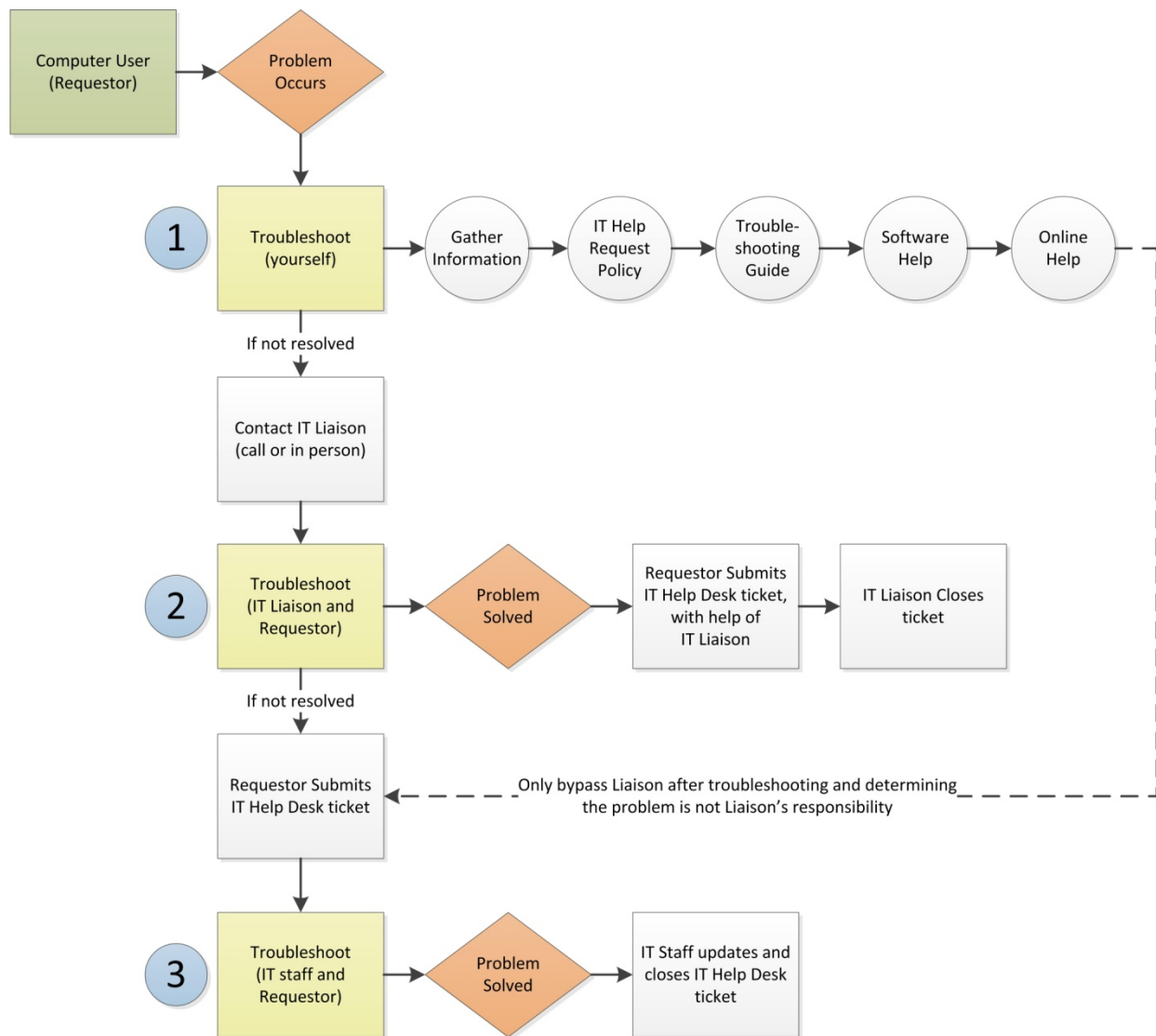
1. The Requester shall troubleshoot the problem
 - a. Gather information related to the problem
 - i. What were you doing before the problem occurred? What happened when the problem occurred? What happened after the problem occurred?
 - ii. Identify the hardware with a potential problem. Identify the software with a potential problem, including name and version. Identify the website address, internet browser type, etc.
 - iii. Ask your officemates if the problem is affecting them to determine how far reaching the problem is.
 - b. Use available resources to troubleshoot the problem
 - i. Troubleshooting guide
 - ii. Use the Help function within the software
 - iii. Conduct an internet search using a few key words related to the problem
2. Contact your IT Liaison for assistance and schedule an appointment
 - a. Provide the IT Liaison with the information that you've gathered in Step 1 and discuss your troubleshooting efforts
 - b. The IT Liaison shall work with the Requester to further troubleshoot
 - i. The IT Liaison shall assess the problem with the Requester and make a determination if the problem can be solved quickly or if the problem requires more time and effort.
 1. If the problem can be solved quickly, the IT Liaison shall begin working
 2. If the problem requires more time and effort, but qualifies as an IT Liaison task, the Requester and IT Liaison shall find an agreeable time to schedule the work
 3. If the IT Liaison believes the work better suited for IT Staff, the Requester should be asked to submit an IT Help Desk ticket. These requests shall be handled by the IT Department. See #3 below.
 - ii. The IT Liaison shall discuss their troubleshooting techniques with the Requestor in an effort to educate the Requester and improving the Requester's

troubleshooting skills.

3. The Requester shall submit an IT Help Desk ticket, with the assistance of the IT Liaison
 - a. Submit a ticket through the IT Help Desk system: <http://10.100.0.83/ithelpdesk>
 - b. Complete all required fields; include a Title and description based on the information gathered during troubleshooting and contact phone number. Also, choose the best category type, see the IT Help Desk Categories, listed below. The more details the IT Department receives, the quicker they can diagnose the problem.
 - c. The Requester may follow up the submission of an IT Help Desk ticket with a phone call to an IT staff member, but the ticket must be submitted first. The phone call will not change the priority set by IT Staff.
 - d. If an existing IT Help Desk ticket needs to be altered, the Requester is required to log into the IT Help Desk system, search for their ticket, and make the needed changes. This is the only way a ticket can be changed; replying to the automated email has no impact on the ticket.
4. IT Department Staff receive the IT Help Desk ticket
 - a. IT staff will prioritize the request following the guidelines in the section named IT DEPARTMENT HELP REQUEST PRIORITIES. They will reference the information in the ticket and may follow up with the IT Liaison or the Requester to better understand the problem.
 - b. When the problem is resolved, IT staff will close the IT Help Desk ticket which will notify the Requester by email.

Submit A New Problem		IT Help Desk Categories
<div><div><div>Contact Information</div><div>Name: <input type="text" value="dfields"/></div><div>E-Mail: <input type="text" value="dfields@town.arlington.ma.u"/></div><div>Location: <input type="text" value="Town Hall Annex - 1st Floor"/></div><div>Phone: <input type="text"/></div></div><div><div>Problem Classification</div><div>Department: <input type="text" value="Planning"/></div><div>Category: <input type="text" value="Select Category"/></div></div></div>		AMR (Water) System*
<div><div>See Category list</div></div>		Computer Hardware Repair
<div><div>Problem Information:</div><div>Title: <input type="text"/></div><div>Description: <div>Type details of the problem, information gathered, your troubleshooting efforts, and the level of importance.</div></div></div>		Computer Software
<div><div>Submit Problem</div><div>Clear Form</div></div>		Database Modification*
		E-Mail
		Existing Computer Upgrade
		Integrated Collection System (ICS)*
		Internet/Network
		Mapping (GIS)*
		MUNIS*
		New Computer
		New Network / Email Account
		Other
		Printer
		Telephone Requests*
		Web Applications*
		* Items do not require IT Liaison assistance.

FLOW CHART FOR SUBMITTING AN IT HELP REQUEST



IT DEPARTMENT HELP REQUEST PRIORITIES

For each IT Help Desk ticket, the IT staff will assess and prioritize the problem, then schedule the work to solve the problem. The Requester should understand the IT staff assessment criteria to understand how their request will be handled.

- A. **HIGH PRIORITY REQUESTS:** These requests usually start within 0-3 hours of receiving the ticket and typically meet one or more of the following criteria:
- Failure or problem with core business services, usually affect the operation of the entire town or an entire building. These are typically network or internet connectivity issues.
 - Failure or problem with a shared system, usually affects multiple users but not the entire facility. These are typically network or internet connectivity issues.
 - The security of one or more systems is compromised.

- d. Failure or problem with a single system or one person's computer. These typically render a user's computer non-functional or the problem is time-sensitive and is vital to the nature of the user's work.
- B. ***STANDARD PRIORITY REQUESTS:*** These requests usually start within 3 hours-2 days of receiving the request or you will be contacted by IT Staff to schedule the necessary work. Standard Priority Requests typically meet one or more of the following criteria:
- a. The request is specified as non-urgent by the user
 - b. The problem has a work-around
 - c. The user is experiencing an inconvenience vs. a critical issue described in HIGH requests
 - d. The user is experiencing an issue with only one aspect of their computer, for example, an internet webpage is not displaying properly
 - e. The user is experiencing an application or website problem that does not interfere with critical functions
 - f. The request involves peripheral or secondary equipment such as keyboard, mouse, or printer